

Be A Star!

Leasing/Marketing

On-Site Management

Legal

Owners/Managers

Be A Star

Fair Housing

Maintenance

Tradeshow 8:30 am - 9:10 am

Session 1 9:10 am - 10:00 am	Leasing 101 Loya King	Resident Retention and Customer Relations Mike D'Adamo	Managing Your Bottom Line* Greg Knakal	Forms* Monica Skee	Bed Bugs - A Mock Trial Experience Reality Court* Jeff Bennett - Attorney	Maintenance for Administrators* Bryce Higgins	Fair Housing for the Maintenance Department* Diane Hess	HUD REAC Preparedness* Mark Troxel & Zach Howell
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Tradeshow 10:00 am - 10:30 am

Session 2 10:30 am - 11:20 am	Leasing and Renewing as the Market Turns: Raising Rents, Reducing Concessions* Lisa Rose	Social Networking Albert Oaten	Maintenance for Property Managers Bryce Higgins	Emergency Preparedness* Barb Casey	Property Management 101* Chris Hermanski	Forecasting and Goal Setting for Your Community: What Will It Get You? Promoted!* Jeff Denson	Fair Housing and Testing Tools for Leasing* Diane Hess	Basic Electrical & New Code Updates* Joe Squires
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Lunch & Tradeshow 11:20 am - 12:40 pm

Session 3 12:40 pm - 1:30 pm	Resident Retention and Customer Relations Mike D'Adamo	Collections: Don't Ignore Real Money* Noah Hartkopf	Motivating Your Team when They Don't Seem to Care Pam McKenna & Susan Sands	WA Landlord Tenant and New Laws - Comparing OR to WA Jeff Bennett	2012 Apartment Shortage* Dwight Unti	HR: Recruiting and Attracting Talent* Sharon Julila	Fair Housing - Property Managers and Testing Tools* Diane Hess	Bed Bugs: Liability, Prevention, Eradication* Mike Adamson
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Tradeshow 1:30 pm - 2:00 pm

Session 4 2:00 pm - 2:50 pm	Social Networking Albert Oaten	Closing Techniques & Overcoming Objections Heather Mallette	HR: Hiring and Managing Your Team* Sharon Julila	OR Landlord - Tenant and New Laws* Andy Hahs	Preparing for a Successful Budget Season* Rebecca Sands, Jen Hughes & Melissa Schranz	Advanced Leasing: Beyond the Basics Korah Young	Fair Housing and Testing Tools* Diane Hess	Customer Service for the Maintenance Department Zach Howell
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*These classes qualify for Continuing Education credits with the Real Estate Board

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18th Annual

SPECTRUM

2011